

0634 - DFA - Child Support Enforcement

**Final Progress Report
for the reporting period July 1, 2003 - June 30, 2004**

Section I. Agency Update and Assessment

1. Emerging Issues at the Federal (National) or State level affecting the agency.

None

2. Status of any new initiatives funded from General Revenue or General Improvement funds in the 2003 Legislative Sessions and other changes made through General Legislation.

Not Applicable

3. Discuss significant factors internal and external to the agency affecting agency performance.

None

4. Provide comments on the usefulness and reliability of performance measures.

The performance measures included in our Strategic Plan are useful in evaluating the overall functions of the Office of Child Support Enforcement. These measures are significant as they are for the most part measures by which the Federal Office of Child Support Enforcement also measures and compares our agency with other states in the performance of our mission, goals and objectives. To ensure reliability, the measures are accurate and verifiable, and are based upon acceptable data collection and processing procedures.

5. Discuss significant uses of line item flexibility in this report period (agencies operating under Performance-Based Appropriations only).

Not Applicable

Section II. Performance Indicators**Program 1:** Administration and Support Services

Goal 1: To ensure administrative and support services are operated in an efficient and responsive manner.

Objective 1: Provide sufficient and effective administrative and centralized program support services to staff engaged in the delivery of child support services.

Measure

<u>Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>FY04 Actual</u>	<u>Comments</u>
1	Percentage of agency's measurable performance targets met for the period	100%	100%	
2	Percentage of agency staff and budget in the Administration Program compared to total agency positions and budget	25%	23%	
3	Number of current year audit findings issued that were repeated from prior audit	None	1	The last audit completed was for SFY 2003

Comments on performance matters related to Objective 1:

Program 1: Administration and Support Services

Goal 1: To ensure administrative and support services are operated in an efficient and responsive manner.

Objective 2: Maintain, and modify as necessary, the Arkansas Child Support Tracking System to effectively manage the child support caseload and pursuing information.

Measure

<u>Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>FY04 Actual</u>	<u>Comments</u>
1	Agency information technology budget as a percent of total agency budget	25%	19%	
2	Number of proprietary information systems maintained by agency staff or through contractual services	1	1	

Comments on performance matters related to Objective 2:

Program 2: Child Support Enforcement Services

Goal 1: To ensure children receive the financial and medical support to which they are entitled.

Objective 1: Ensure that children in Title IV-D cases receive financial and medical support from parents as ordered.

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>FY04 Actual</u>	<u>Comments</u>
1	Statewide Paternity Establishment Percentage for IV-D cases in which children were born out of wedlock	67%	86%	
2	Statewide percentage for IV-D cases with support orders established	68%	80%	
3	Statewide percentage for IV-D cases with medical enforcement as part of order	68%	88%	
4	Statewide percentage for current support collected on IV-D cases with orders	48%	55%	
5	Statewide percentage for child support arrears collected on IV-D cases with orders	56%	56%	
6	Ratio as to the total amount of child support collected per dollar expended on the program	3.67 to 1	4.38 to 1	

Comments on performance matters related to Objective 1:

Program 2: Child Support Enforcement Services

Goal 1: To ensure children receive the financial and medical support to which they are entitled.

Objective 2: Ensure that collections received and disbursed by the State Disbursement Unit for both Title IV-D and non-Title I-VD wage assigned cases are processed efficiently and effectively.

Measure

<u>Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>FY04 Actual</u>	<u>Comments</u>
1	Percentage of payments received and distributed by State Disbursement within two business days after receipt, when sufficient information is received to process the payment	99.5%	99.99%	
2	Percentage of daily receipts posted and distributed in error	0.4%	0.31%	

Comments on performance matters related to Objective 2: